

# What does FM Mean?

*Are we only looking at  
a partial enterprise  
wide solution ??*

# The Challenge we face

## **DECISION MAKERS**

### **USERS**



Information systems don't reflect the real work environment or provide the right information



Business information is not integrated and has little decision support capability or credibility

### **DEVELOPERS**



- Problems understanding the Complex Business being supported
- Clouded big picture (vision) and approach

# The Complex Business we support

Real Property Management and reporting is driven by the **53 legal provisions and statutory requirements:**

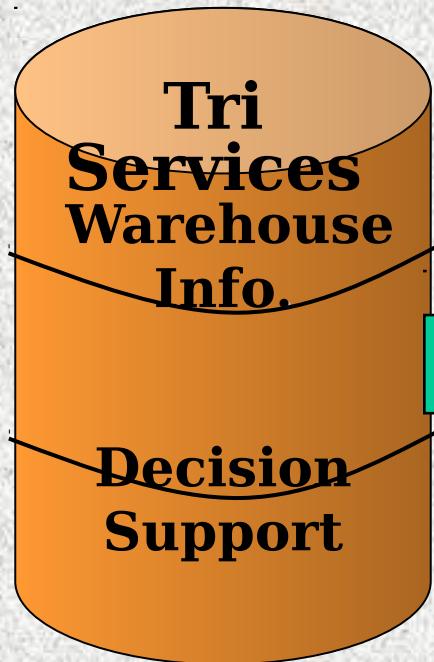
**26 - United State Codes**

**18 - Executive Orders**

**09 - Acts brought into law**

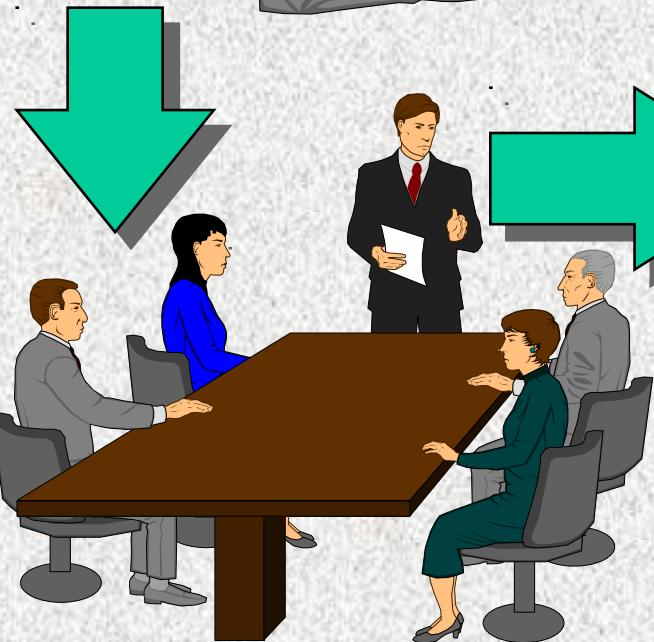


# Are we after the Return on Investment?



**Operational Data**

**Timely and accurate to enhance the business decision making process**



**Accessible to staff, management, and customers**



**To streamline the operations of the entire enterprise**

# Then we Need a Business Model !

Is it the 26 Entity Sets of  
TSSDS and TSFMS with a  
conversion on AEC CADD?

Or Something else?

# Navy Installation Management Accounting Project

Core Business Function	Airfield Support	Seaport Support	Other Mission Support	Community Support (QOL)	Facilities Management	Public Safety	Command Support		
Sub Function	Air Operations Airfield-Logistics AT Control Aviation Fuel Support Ground-Electronics T-Line/Airfield Facilities	Port Services Berthing & Hotel Services Port Logistics Port Operations Center Tugs & Craft	Misc Support Cemeteries Military Banking Facility Mobilization Museums Health Care Support Retail Service Support Commissary Support	MWR Mgt Support Cat A Activities Cat B Activities Cat C Activities	Child Dev Center Care In-Home Care	Utility Cable TV Chiller Plant Electric Gas Other Pneumatic Power Pure Water Sewage Steam Water	PW Management Mgt & Admin Installation Plans-and Engineering Real Estate Mgt	Force Protection Disaster-Preparedness Guard/Security/Traffic Law enforcement/Crime prevention	Command CO/XO/Admin Chaplain Svcs G&A Legal MILPERS Mgt Postal Ops Public Affairs
Other Air	Auxiliary Airfield-Support Cargo Handling Crash & Rescue Passenger-Terminal Ops Weapons	Other Port Degaussing Sea Air-Rescue Spill Response Weapons		Shelter/Subsistence Bachelor Quarters Contract Berthing Galley	Family Housing Support Management &-Operations Maintenance Minor Construction- & Major Repairs Police & Fire-Protection	Transportation Facility Maint CBU/1st LT/ Self-Help Dredging Emergency/ Service Maintenance Minor Construction Preventive Maint	Fire and Safety EM Response Fire Protection/ HAZMAT Centrally Mgt Safety Prog/ NAVOSH	Resource Management CIVPERS Mgt CIVPERS PCS Financial Mgt Intra Station-Moves	
				MILPERS Services Ceremonial Guard ESO/Campuses Pay & Personnel Support Restricted Barracks	Family Service Center Counseling Services Family-Advocacy Program Education/ RAMP/TAMP	Building Janitorial Pest Control Refuse Collection /Recycling	Environmental Clean-up Compliance Conservation Pollution Prevention	Supply Inventory Control Mgt & Procurement POL Mgt SERVMART Warehousing	
				Health Care and Retail Services are generally not funded by the installation. Any support provided is included under "Other Mission Support."		Grounds Maint Grounds Maint & Landscaping Street Sweeping & Snow Removal		Int'l ADP Audio/Visual/Printing Base Comms	

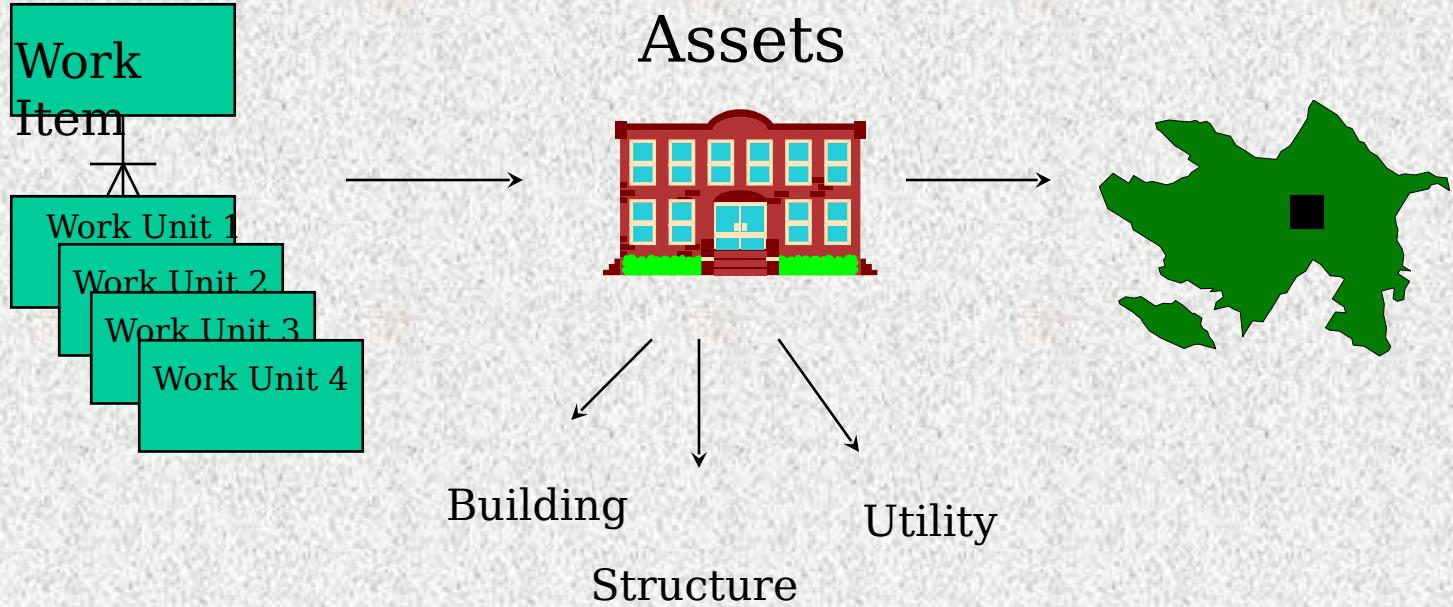
# **Navy Business Perspective ( Shore Station Management )**

- IMAP model includes:
  - 7 Core Businesses -- i.e. Facilities Management, Public Safety...
  - 24 Functions within Core Businesses
    - i.e Core Business: Facilities Management
    - Functions: Utilities, Facility Maintenance
  - 105 Sub Functions within Functions
    - i.e Function: Facility Maintenance
    - Subfunctions: Service Mtn, Minor Const.

# IMAP Model Definitions

- **Core Business Area** -- An aggregation of related functions into a major area that produces the principal products and services directly supporting the command's mission.
- **Function** -- A major process grouping made up of subfunction components. A function produces a related set of products and services.
- **Subfunction** -- A grouping of activities into a process that produces products or performs services. A subfunction is related to ONLY ONE business area and function.
- **Activity** -- The actual work item consisting of discrete tasks performed in producing and delivering products and services.

# What are we all trying to Manage?



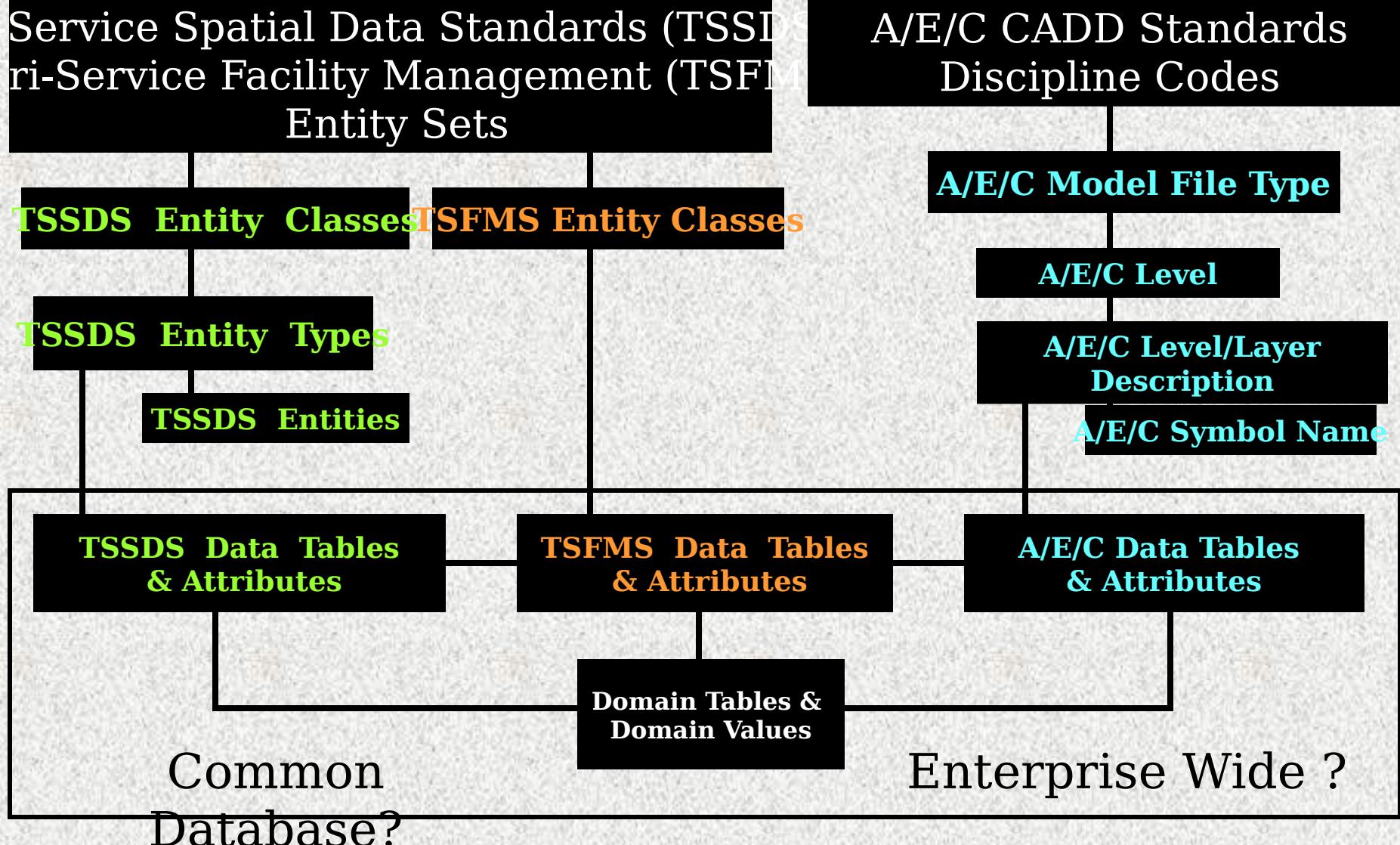
Should it be process driven to align the cost of doing business  
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# **Is this our Purpose ?**

- **DOD wide approach to Installation Management**
  - Then we need a published Structured Business Model
- **Improve managerial Decision Making**
  - It should be process driven Information
- **Accurate consistent Cost Tracking**
  - Apples to Apples Comparisons
- **Meaningful comparison to Past Performance**
  - Metrics based on Readiness or Effectivness
- **More efficient use of Resources**

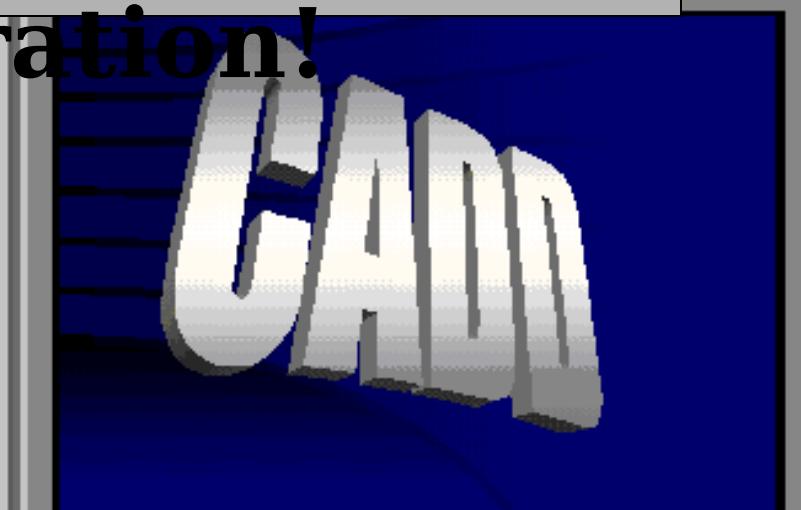
Can our current approach  
support this effort ?

# Proposed Tri-Service CADD/GIS/FM Standards Development Model





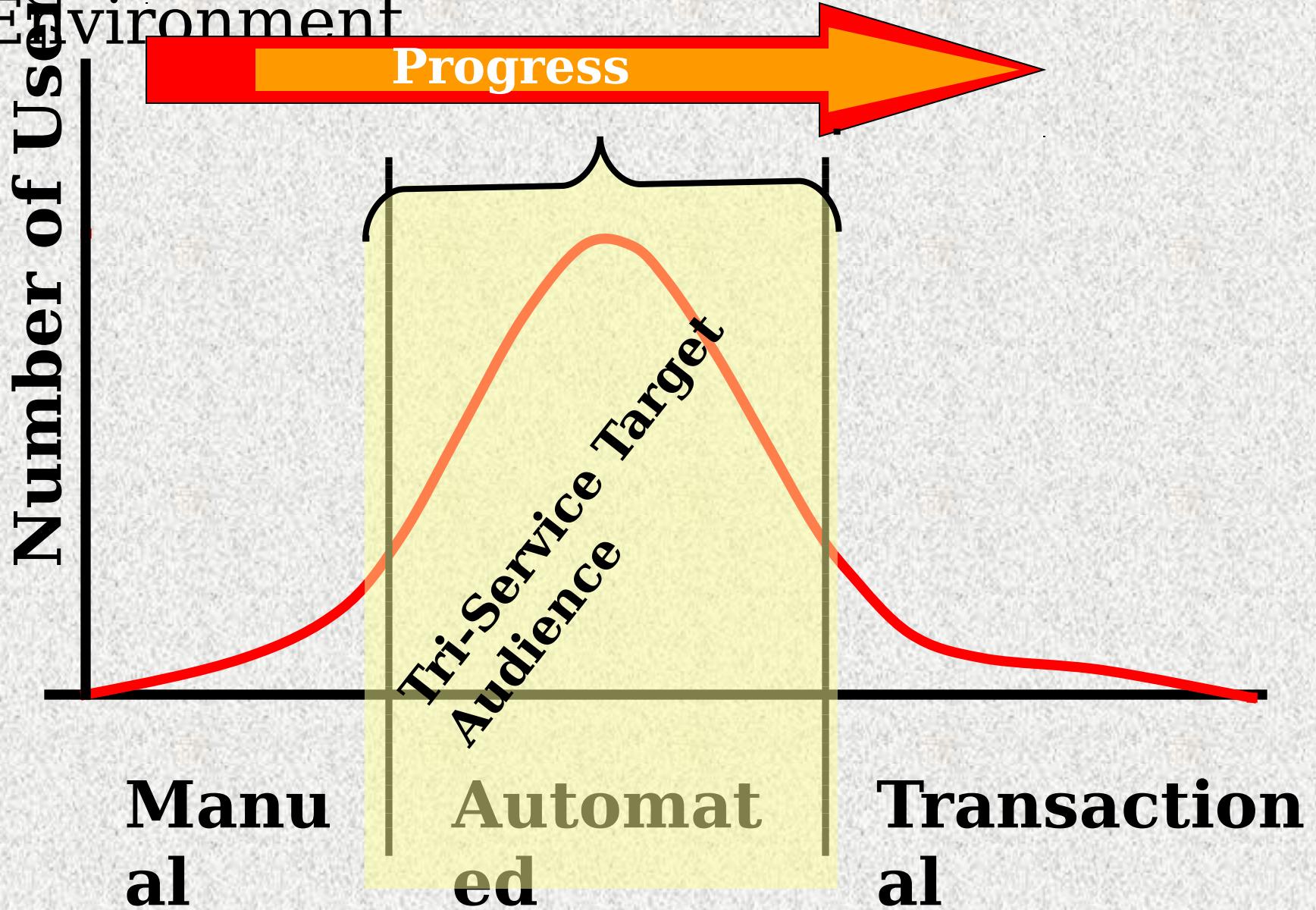
We need to Think  
Integration!

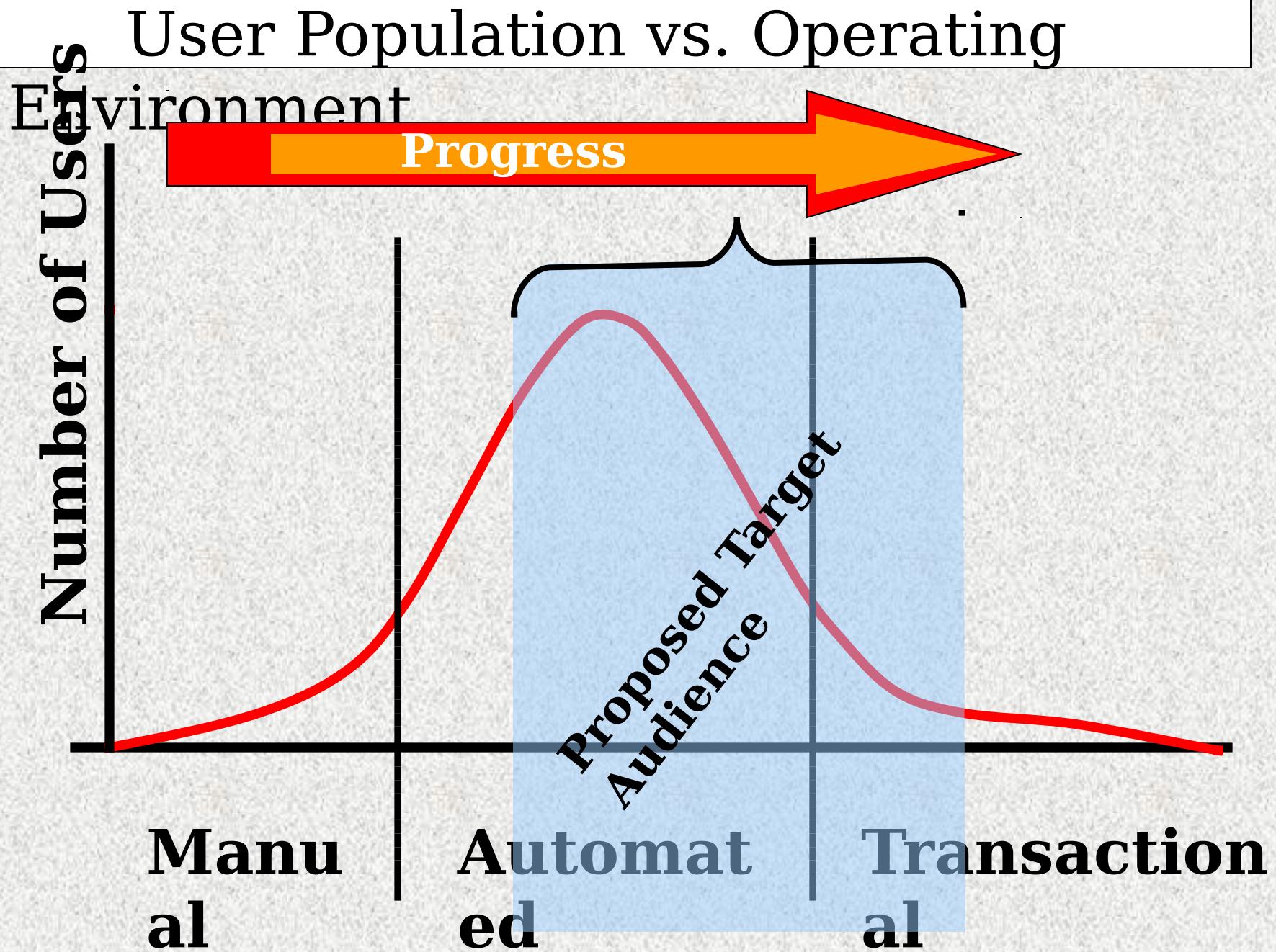


Next questions ?  
Where do DOD users lie on  
the path of Integrated  
Information evolution?

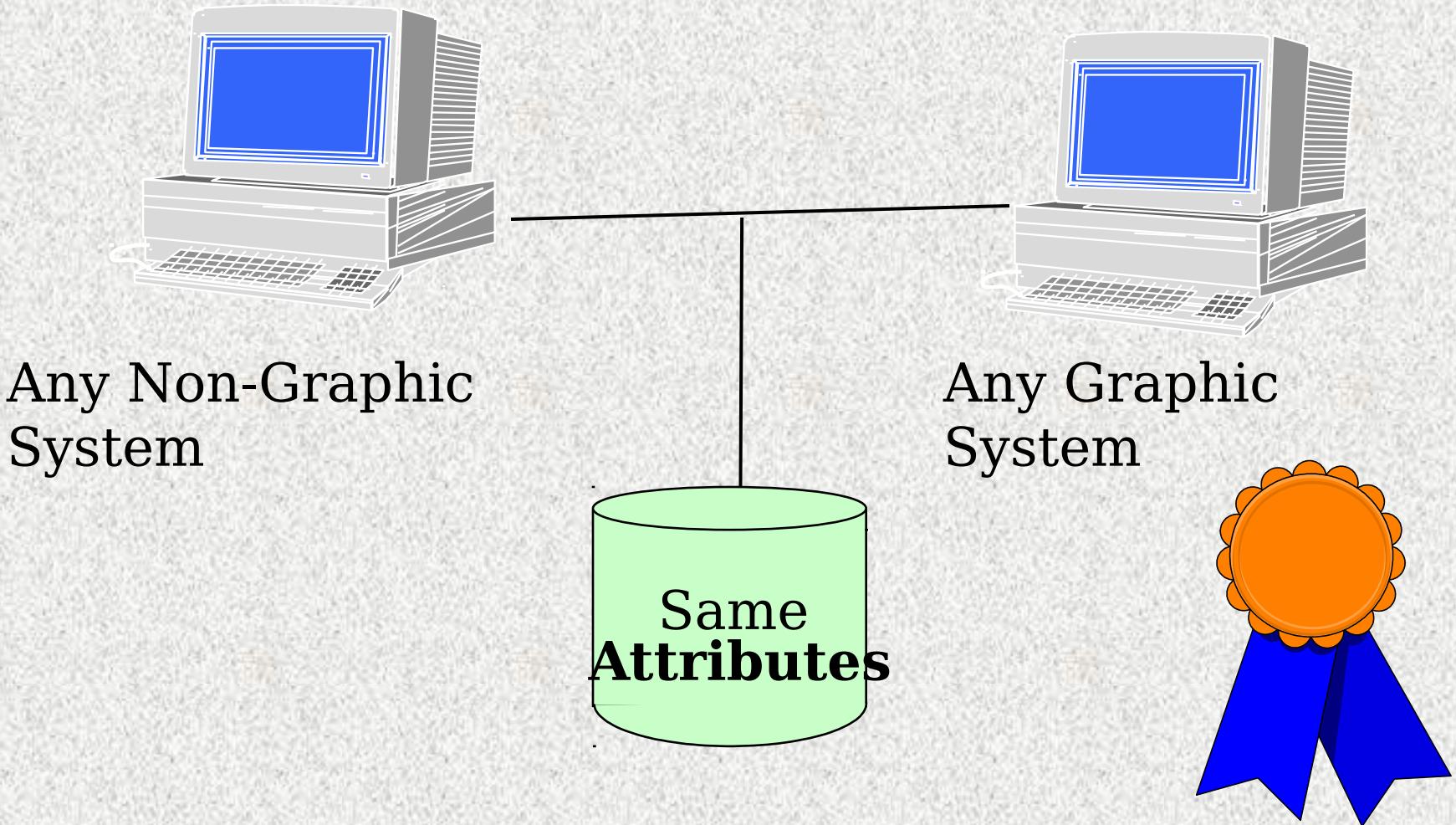
Where do we want to be?

# User Population vs. Operating Environment

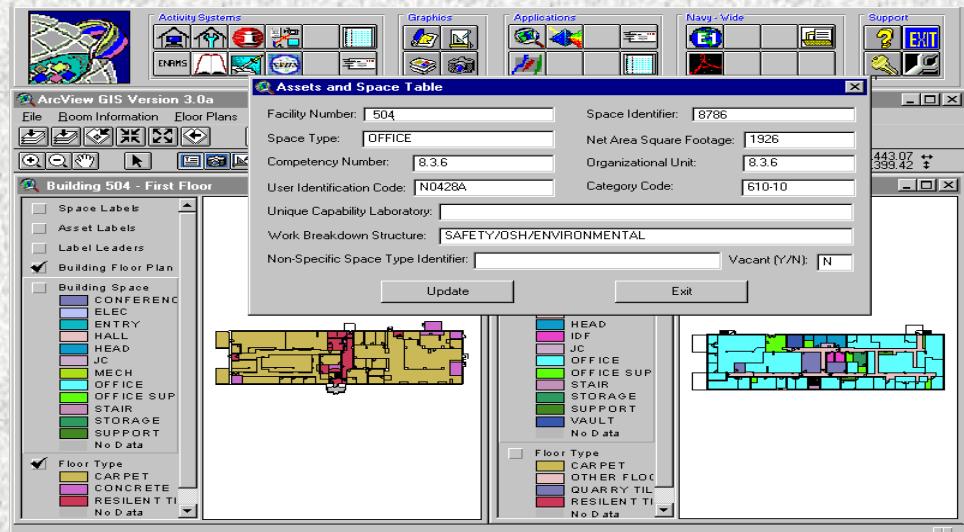
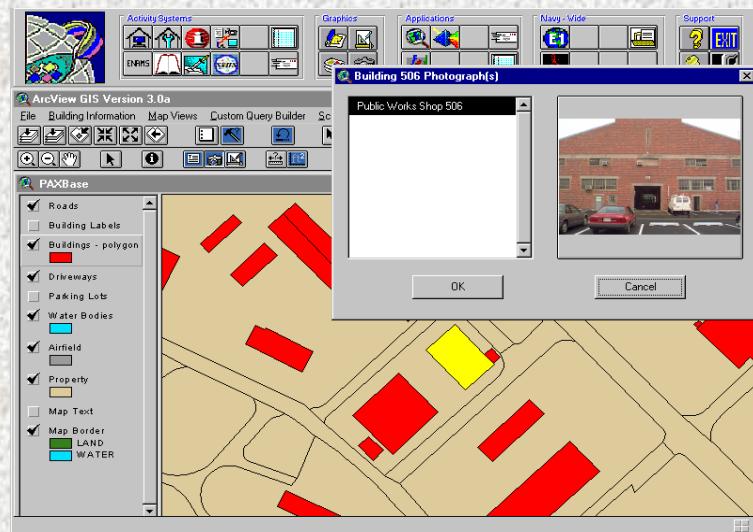
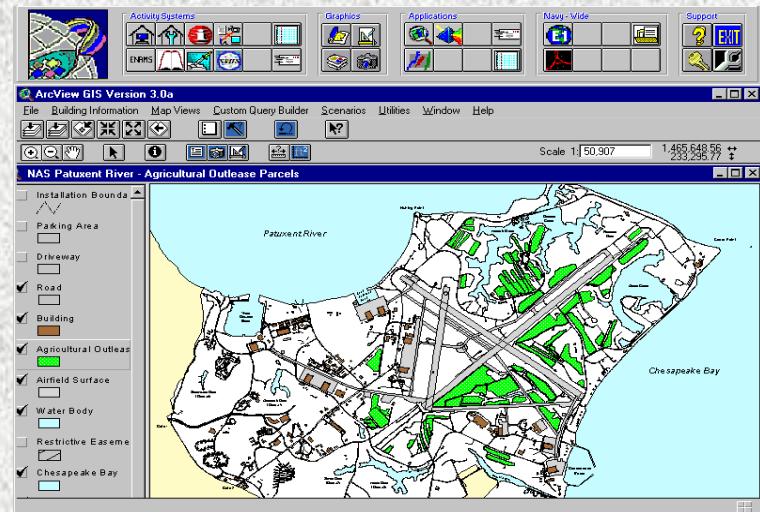
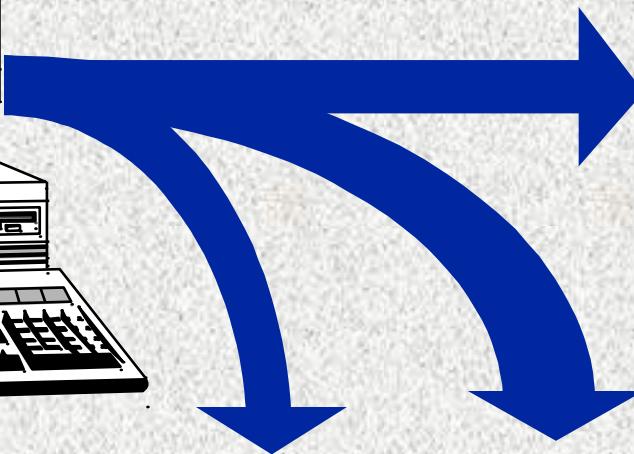




# Should this be our Target Architecture



# Desktop Integrated Information



## Providing Credible Decision Support

# Let's Recap

- Why Should we be moving toward an enterprise wide transactional solution?



# Typical non integrated Characteristics

- Too expensive to maintain
- Seldom is it up to date
- Unreliable as a decision tool
- Unable to provide Spatial and graphical analysis functions to the rest of the Enterprise

# Enterprise Integrated Characteristics

- Attribute updates are automatic
- Data integrity is systematic and quantifiable
- Spatial analysis functions are available to non-GIS applications
- GIS and CADD along with other data provides analysis to the decision-maker

# What is Next?



- How do we resolve this dilemma?

Do we:

- Fix the limitations in the Tri-service model and let technology catch up?
- Let the model serve current technology and write custom applications to bridge the gap between GIS/CADD and a transactional data model?
- Build an interim model with hooks that we can connect to the transactional model?

# Based on Our Current Proposed Approach

**Installations are now, or will soon be torn  
between:**

- Tri-Service Standard compliance,
  - based on-
  - COTS Application constraints,
  - OR -
- Satisfying the Business Requirements

# What do we need to do?

- Refocus the FM Task Group effort
- Decide on what Model or combination to use
- Set priorities based on Corporate knowledge
- Use the Balance Score card approach
- Look for the migration path on needed platforms to support our efforts

# FM Task Group 2 Years old

- It has set Priorities for FM ?
- Is that really all we want ?
- Time to refocus on more discrete task
- FTAG and EWG responsibility

# Business Process or Data Model?

- Technology driven?
- Process driven?
- Need to set a Migration Strategy?
- It is a FTAG and EWG responsibility

# Recommendations

- FM needs a Business definition (FTAG/EWG)
- Look at the Field Working Group Structure
- Define specific task groups for each business area as recommended by the SOTG
- Use the corporate knowledge of the Center Staff, FWG, FTAG and EWG
- Hire experts if that is what it takes